

## Document Custodian Transfer Request (DCTR) Application Training

April 10, 2025, from 2 – 3 P.M. Eastern Time

This training will introduce the new DCTR application which is scheduled to be launched in the MyGinnieMae portal on April 14, 2025. The new DCTR application replaces the transfer and merger functionality currently available in GinnieNET. The training will provide an overview of the new application, highlight new features and benefits, and cover functionality relevant to both Issuers and Document Custodians.

### Audience:

All individuals at **Issuers and Document Custodians** who are responsible for transfer and merger requests in GinnieNET or will be initiating or processing document custodian transfers or mergers going forward. The functional roles currently associated with these transactions are:

| Single Family Issuers  | MF Issuers   | HECM Issuers   |
|--|--|--|
| <ul style="list-style-type: none"><li>• SF-Collateral Management Basic User</li><li>• SF-Collateral Management Authorized Signer</li></ul> | <ul style="list-style-type: none"><li>• MF-Transfers Authorized Signer</li></ul> | <ul style="list-style-type: none"><li>• HECM-Collateral Management Basic User</li><li>• HECM-Collateral Management Authorized Signer</li></ul> |

## [Register Here](#)

**Calendar Reminder:** To have the training event display on your calendar you must create a calendar event after you register by selecting “Add to Calendar” from the registration approval message.

To participate in this webinar, you will need:

- A computer with access to the internet
- Zoom client installed on a computer (see Zoom Installation Instructions below)
- A telephone or computer speakers and microphone

### Zoom Installation Instructions:

Follow the instructions below to test your ability to connect prior to the meeting.

You will need the Zoom client installed on your computer in order to access the web conference. If you do not have this program installed, the free client version can be downloaded from Zoom’s website. You can download and test the program by selecting the following link <https://zoom.us/support/download>. Once installed you can test the client here <https://zoom.us/test>. Select “Join” and follow the instructions on the screen to install and test the program. You can also select the “Join from Browser” option on the Test page if you are unable to install the software. Additional support information can be found here:

- [How to Join a Meeting](#)
- [Frequently Asked Questions](#)
- [Network Firewall Instructions](#)

### Web Conference Instructions:

- Select the “Click here to Join” link in your confirmation email
- OR
- Select the URL in your calendar invitation

**If you are prompted for a password,** enter “GinnieMae”

*Please note the program will ask you to install the free Zoom client if you have not done so prior to the meeting. Follow the instructions on your screen to install the client. You may need to turn off your popup blocker for the program to install correctly.*

### Audio Instructions:

- Participants may join the audio portion of this web conference using the speaker and microphone on their computer
- OR
- To join audio via phone, dial the following conference telephone number and enter the access code:  
Conference Phone Number: +1-929-436-2866  
Conference ID: Enter “978 3812 1117”

**Troubleshooting:** If you have any questions, please send an email to [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov).